

Division of Licensing and Protection
103 South Main Street, Ladd Hall
Waterbury, VT 05671-2306
<http://www.dail.vermont.gov>
Voice/TTY (802) 871-3317
To Report Adult Abuse: (800) 564-1612
Fax (802) 871-3318

April 2, 2014

Ms. Wanda Waugh, Administrator
Canterbury Inn
46 Cherry Street
Saint Johnsbury, VT 05819-2290

Provider # 0119

Dear Ms. Waugh:

Enclosed is a copy of your acceptable plans of correction for the unannounced onsite survey follow up conducted on **January 30, 2014**. Please post this document in a prominent place in your facility.

We may follow up to verify that substantial compliance has been achieved and maintained. If we find that your facility has failed to achieve or maintain substantial compliance, remedies may be imposed.

Sincerely,



Pamela M. Cota, RN
Licensing Chief

PC:ne

Enclosure

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 0119	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING: _____	FEB 21 14 Licensing and Protection	(X3) DATE SURVEY COMPLETED R 01/30/2014
NAME OF PROVIDER OR SUPPLIER CANTERBURY INN		STREET ADDRESS, CITY, STATE, ZIP CODE 46 CHERRY STREET SAINT JOHNSBURY, VT 05819			
(X4) ID PREFIX TAG	SUMMARY STATEMENT OF DEFICIENCIES (EACH DEFICIENCY MUST BE PRECEDED BY FULL REGULATORY OR LSC IDENTIFYING INFORMATION)	ID PREFIX TAG	PROVIDER'S PLAN OF CORRECTION (EACH CORRECTIVE ACTION SHOULD BE CROSS-REFERENCED TO THE APPROPRIATE DEFICIENCY)		(X5) COMPLETE DATE
{R100}	Initial Comments: An unannounced onsite survey follow up was conducted by the Division of Licensing and Protection on 1/30/14. The following regulatory deficiency was identified.	{R100}			
R291 SS=F	IX. PHYSICAL PLANT 9.6 Plumbing 9.6.d Hot water temperatures shall not exceed 120 degrees Fahrenheit in resident areas. This REQUIREMENT is not met as evidenced by: Based on observation and staff interview, the home failed to assure that water temperatures in resident areas were not over 120 Degrees F. Findings include: Per observation on 1/30/14 at 1:50 PM, the hot water in the upstairs resident shared bathroom sink near the elevator was at 129 Degrees F. The other shared bathroom and one private resident bathroom were checked also, with similar readings between 128-130 degrees F. recorded. Readings were then taken in the sinks in the downstairs shared resident bathroom and the laundry room sometimes used by more independent residents and the hot water was between 134 Deg. F and 136 Deg. F. at 1:55 PM. Per interview with the person in charge of maintenance, the residents had complained of cooler hot water temperatures while bathing, and the mixing valve had been adjusted toward hotter temperatures. They had recently installed a commercial clothes washing machine that used a lot of hot water when running, and that this was causing some problems with bath water	R291			
			R291 POC accepted 3/27/14 Karen Campo		

(X6) DATE

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Division of Licensing and Protection
STATE FORM

February 18, 2014

Plan of Correction

R291: On the afternoon of 01/30/2014 the State surveyor found that the hot water temp in one of the bathrooms was 129 degrees F. Upon further inspection, the surveyor found several bathrooms with a hot water temperature range of 128 – 136 degrees F. maintenance man was notified and he subsequently adjusted the mixing valve while the surveyor was still on site. Within a short period of time all of the hot water temps were at or below 120 degrees F.

Starting on 01/30/2014, the maintenance man has been checking 3 faucets weekly in random parts of the building. The readings have ranged from 110 – 118 degrees F. Apparently the hot water booster heater in the kitchen and the commercial washer in the basement laundry area pull the hot water away from specific bathrooms, hence cool water temps for bathing. The nursing attendants have been working with dietary and housekeeping to coordinate bath times with laundry and dishwasher use. So far, the complaints about “cold water” have been far less and our water temps have remained in range.

Our maintenance man has checked our water temps every month for several years now. Please find the enclosed copy of the past three years. He only turned the temperature up when he started to get complaints of cold water for baths.

Maintenance will continue to monitor water temps as he has previously done, but reports of “cold water” will be directed to Wanda Waugh RN as well as to maintenance. Water temperature adjustments will only be done when both parties agree to the solution. If the mixing valve needs to be adjusted, the water temps will be taken 3 times the first day, twice the second day and once the third day. They will continue to be checked weekly for three consecutive weeks and then back to once a month thereafter.

Wanda Waugh RN

02/18/14

3/27/14
POC accepted K Campos RN